

APPENDIX A

KEY FINDINGS FOR REGION 12: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only Percent of Beneficiaries Enrolled in TRICARE Prime			
	Percent satisfied with health care under TRICARE Prime		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

Table 2.3 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 12 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	67.6	55.5
Active duty family members	54.9	85.0
Retirees, survivors, and family under age 65	67.5	83.6
Retirees, survivors, and family age 65 or over	78.2	88.3
Region 12 overall	64.1	81.6
Mean, all regions	58.9	82.7
Total population in Region 12	82,692	40,337

Table 2.4 Intention to Enroll or Re-enroll in TRICARE Prime in Region 12, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	59.7	18.1	22.2
Non-active duty	80.3	10.7	9.0
Not enrolled in TRICARE Prime			
Under age 65	19.6	17.6	62.8
Age 65 or over	7.4	17.0	75.6
Region 12 overall	60.6	15.1	24.4
Mean, all regions	41.4	NA	NA
Total population in Region 12	44,029	10,945	17,695

Table 2.5 TRICARE Prime Enrollees Satisfied with Their Care in Region 12 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 12	56.9	57.1
Mean, all regions	49.3	56.3
Total population in Region 12	45,036	3,240

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 12 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	9.9
Non-active duty	19.8
Not enrolled in TRICARE Prime	
Under age 65	20.3
Age 65 or over	21.6
Region 12 overall	16.4
MHS Average	17.2
Total population in Region 12	42,996

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 12 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	61.1	83.8
Waited 8 - 30 days	32.8	14.6
Waited > 30 days	6.1	1.5
Not enrolled		
Waited < 8 days	54.2	71.0
Waited 8 - 30 days	35.7	22.4
Waited > 30 days	10.1	6.7
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 12	82,692	40,337

Table 3.3		
Waiting Time in Provider's Office in Region 12, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	70.6	87.1
Waited 30 minutes to 1 hour	20.8	11.4
Waited > 1 hour	8.6	1.6
Not enrolled		
Waited < 30 minutes	68.2	92.2
Waited 30 minutes to 1 hour	20.9	6.9
Waited > 1 hour	10.8	0.9
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 12	82,692	40,337

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 12 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	27.4
No care needed in past 12 months	12.9
MTF is too far away	18.8
Hard to get an appointment at MTF	28.3
Can't see the same provider each visit	17.4
MTF usually used is closed	0.9
Needed services not available	9.4
Better care at civilian provider	29.8
Ineligible for military care	5.3
No appointment available for beneficiary like me	10.8
Difficult to find a parking space	5.2
Other	22.9
Total population in Region 12	26,083

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 12 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	12.6
Active duty family members	17.8
Retirees, survivors, and family under age 65	17.8
Retirees, survivors, and family age 65 or over	27.8
Region 12 overall	16.0
Mean, all regions	33.9
Total population in Region 12	73,060

Table 4.3 Sources of Information About TRICARE in Region 12 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	51.5
Information package	63.2
Military doctor	22.0
Civilian doctor	2.8
TRICARE information number	15.8
Military base newspaper	23.3
Regular newspaper	4.4
Friends/neighbors	26.3
TRICARE service center	29.5
Radio/TV	2.0
Other source	19.4
Total population in Region 12	75,496

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 12 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	7.4
Active duty family members	77.0
Retirees, survivors, and family under age 65	72.8
Retirees, survivors, and family age 65 or over	57.1
Region 12 overall	18.5
Mean, all regions	25.0
Total population in Region 12	100,929

Table 5.2 Usual Source of Care for Beneficiaries in Region 12 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	96.5	2.4	1.1
Active duty family members	92.0	7.0	1.1
Retirees, survivors, and family under age 65	40.6	55.4	4.0
Retirees, survivors, and family age 65 or over	37.1	55.3	7.6
Region 12 overall	77.9	19.8	2.4
Mean, all regions	46.5	49.4	4.1
Total population in Region 12	69,420	17,643	2,105

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 12 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	7.3	44.8
1 - 5 visits	52.5	38.4
6 + visits	40.2	16.8
Not enrolled		
0 visits	23.3	8.5
1 - 5 visits	34.9	54.5
6 + visits	41.8	36.9
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 12	73,072	29,938

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 12 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	94.6
Non-active duty	96.4
Not enrolled in TRICARE Prime	
Under age 65	90.9
Age 65 or over	98.8
Region 12 overall	95.0
Mean, all regions	96.3
Total population in Region 12	101,367

Table 7.2 Cholesterol Screening by Enrollment Status in Region 12 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	86.5
Non-active duty	67.2
Not enrolled in TRICARE Prime	
Under age 65	71.3
Age 65 or over	92.8
Region 12 overall	78.5
Mean, all regions	80.8
Total population in Region 12	100,699

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 12 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	88.3	11.7	0.0
Non-active duty	93.9	5.1	1.0
Not enrolled in TRICARE Prime			
Under age 65	86.3	9.6	4.1
Age 65 or over	80.4	19.1	0.5
Region 12 overall	90.4	8.2	1.4
Mean, all regions	87.5	10.7	1.8
Total population in Region 12	43,293	3,920	663

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 12 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	0.0	100.0	0.0
Non-active duty	75.8	14.2	10.0
Not enrolled in TRICARE Prime			
Under age 65	60.0	24.7	15.3
Age 65 or over	74.8	13.5	11.8
Region 12 overall	66.9	20.7	12.4
Mean, all regions	77.8	NA	NA
Total population in Region 12	8,194	2,535	1,512

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 12	70.8	22.9	6.3
Average of mature TRICARE regions	53.3	40.5	6.2
Total population in Region 12	52,498	17,007	4,648

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 12 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	47.8
Non-active duty	56.4
Not enrolled in TRICARE Prime	
Under age 65	49.5
Age 65 or over	47.7
Region 12 overall	50.9
Mean, all regions	51.0
Total population in Region 12	99,834

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 12		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.280232	53.44828
Convenience of hours	0.421046	41.15385
Access to health care whenever you need it	0.485163	39.96139
Access to a specialist if you need one	0.482438	32.90323
Access to hospital care if you need it	0.431759	44.98834
Access to medical care in an emergency	0.369011	53.99061
Ease of making appointments for health care by phone	0.374420	31.81818
Length of time you wait at office to see the provider	0.410438	30.67961
Length of time between making an appointment for routine care and day of visit	0.403651	28.57143
Availability of health care information or advice by phone	0.354503	32.23350
Services available for getting prescriptions filled	0.309980	59.11708
Thoroughness of examination	0.463116	46.74556
Ability to diagnose my health care problems	0.443433	42.65306
Skill of health care providers	0.475881	47.04724
Thoroughness of treatment	0.462604	43.56436
The outcomes of your health care (how much you are helped)	0.488344	42.71654
Overall quality of health care	0.521035	43.65385
Provider's explanation of health care procedures	0.471308	44.42270
Provider's explanation of medical tests	0.450443	45.35865
Attention provider gives to what you have to say	0.488639	45.50781
Advice provider gives you about ways to avoid illness and stay healthy	0.433704	42.16102
Courtesy shown to you by administrative staff (e.g., receptionists)	0.372831	47.02495
Courtesy shown to you by health care providers	0.455494	53.46154
Provider's concern for you as a person	0.483823	45.06770
Provider's concern for your privacy	0.399785	49.79839
Reassurance and support offered to you by health care providers	0.463027	37.34440
Amount of time with health care providers during a visit	0.446318	36.16601
Ability to choose health care providers	0.338148	23.21839
Ease of seeing the provider of your choice	0.365176	23.96313
Health care providers' personal interest in the outcome of your problem	0.437326	38.13387
Protection you have against financial hardship due to medical expenses	0.293054	41.27907
Help with arrangements to get the health care you need without financial problems	0.278755	41.34276
Ease of parking	0.180101	24.26036